



Overview of Access Services

California Public Utilities Commission

R.19-02-012

TNC Access for All Workshop

May 2, 2019

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Legal Requirements

Anderson v. Rochester-Genesee Regional Transp. Authority 337 F.3d 201, 210 -212 (C.A.2 (N.Y.),2003) § 37.131(b) requires paratransit service providers to plan to meet 100% of the demand for next-day ride requests.

- > Requirements to Fully Fund Expected Demand
- > FTA Assurances



Paratransit Coordination

- > Created in 1994 by Metro Board to provide mandated ADA civil rights paratransit service in a coordinated system
- > Meet ADA obligation for 45 member agencies, including Metro, LADOT, Glendale
- > Services for people who cannot functionally use the fixed-route bus or rail some or all of the time

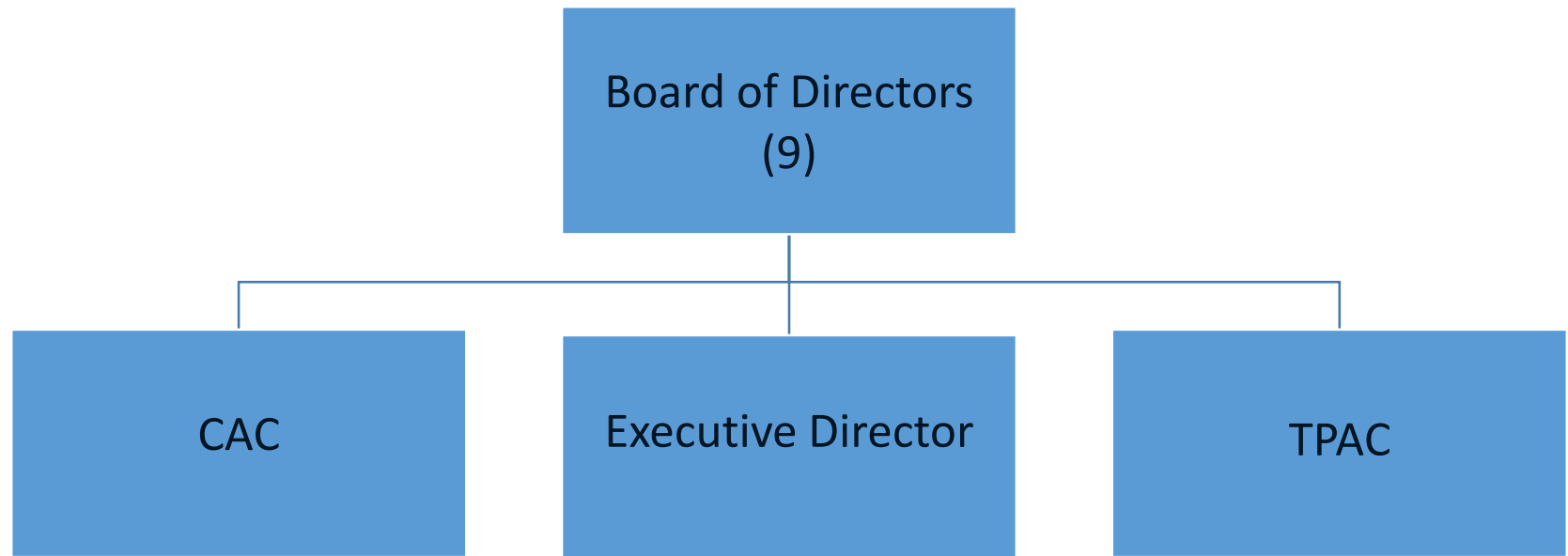
Service Area



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Governance/Oversight



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A New System Every Day

- > 3rd largest paratransit system in the US
- > 151,000 eligible customers
- > \$193 million projected budget (funded largely by Metro)
 - Mixture of federal and local funds
- > 4.4 million passengers (FY18)
- > 3.4 million trips (FY18)
- > 12,000 average weekday trips

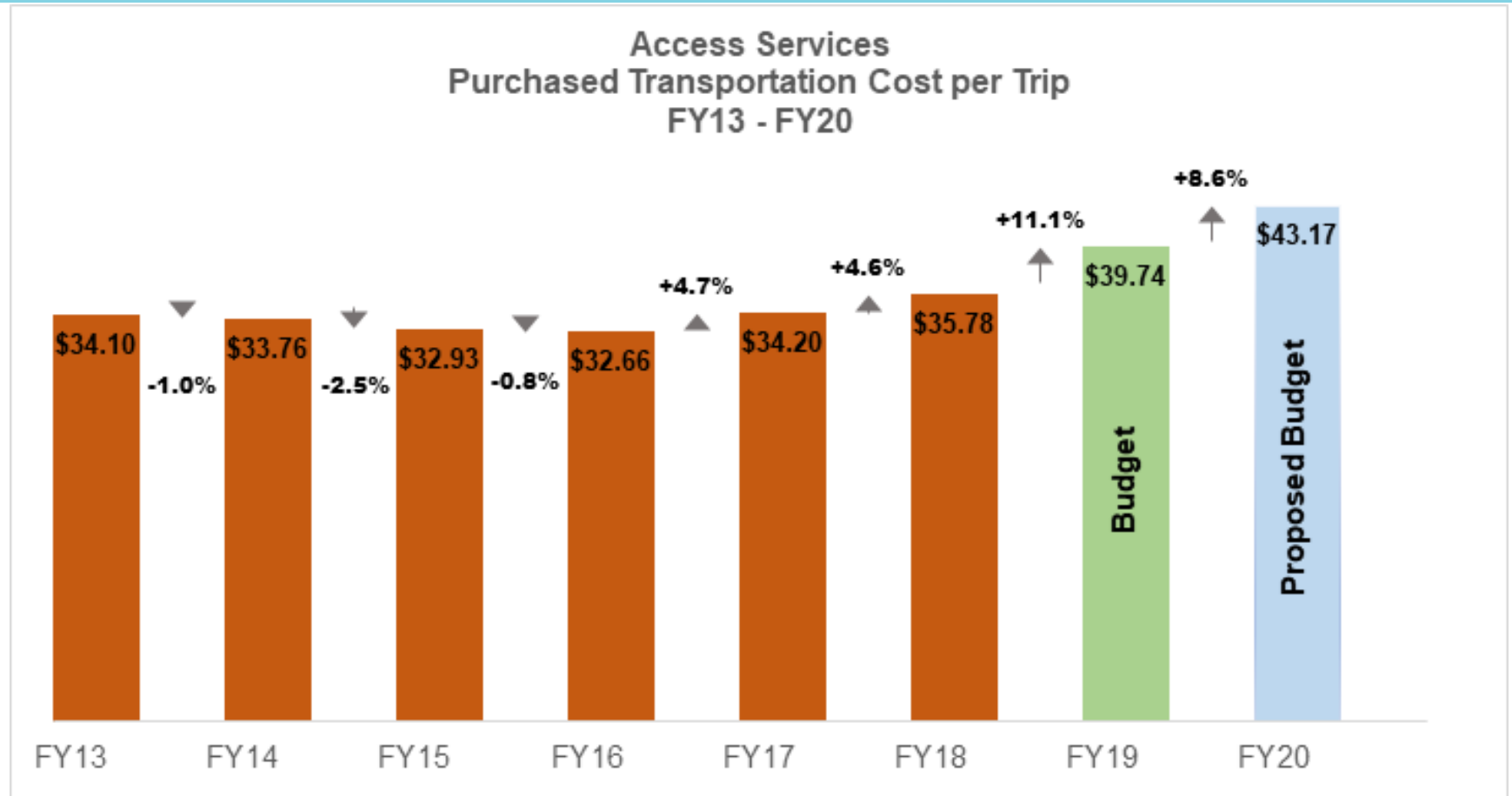
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Service Model

- > ADA minimum system
- > Next day, shared-ride paratransit that mirrors fixed-route system
- > Some aspects beyond the ADA
 - Coordinated Service Area
 - Fixed route Free Fare/Travel Training
 - Extended reservation hours (6 am to 10 pm)
 - Grant-funded Projects
 - Access to Work

Cost



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Performance

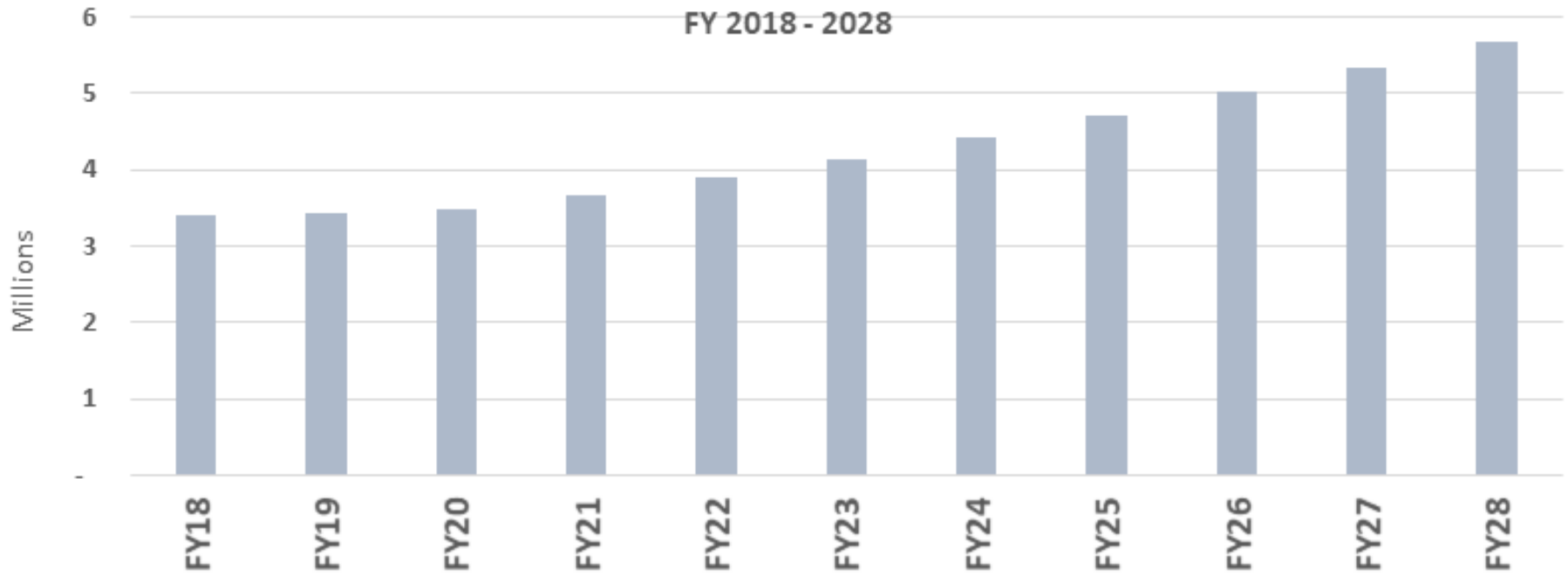
	FY16	FY17	FY18	FY19*
Total Trips	3,351,612	3,422,228	3,397,620	2,578,159
Total Wheelchair Trips	642,136	657,034	527,573	384,431
On Time Performance	90.8%	91.5%	92.1%	92.4%
Average Trip Length (miles)	9.15	9.13	9.35	9.34

*as of February 28, 2019



Projected Service Demand

Access Services
10-Year Trip Projections
FY 2018 - 2028



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